SouthCambs

MAGAZINE • WINTER 2010

INSIDE // ENVIRONMENTAL HEALTH // COMMUNITY // CONSERVATION // OLYMPICS // ART & CULTURE // KEY ISSUES - TENANTS' NEWS

Hedge boundaries

See page 22

Conserving energy in winter

See page 22

Service Priorities

Have your say. See page 16

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Welcome to the winter issue of *South Cambs magazine.*

In this issue we celebrate the achievements of parish councils and individuals who have made significant contributions to their local communities. See page 5.

We report on crime reduction in the district and advise residents how to stay safe over the winter period. See page 7.

We share our service priorities for the coming year and invite feedback from you to make sure they are the right ones we should be focusing on. See page 16.

This issue also includes a reminder of your all-important festive season waste and recycling collection dates.

Cllr Ray Manning, Leader,
South Cambridgeshire District Council

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South Cambs Magazine

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Putting service first

If you phone us we will
- answer your call promptly – usually within 20 seconds
- provide voicemail if the person you need is unavailable
- answer your phone message within one working day

If you write to us we will
- reply to your letter or email within 10 working days
- if we cannot deal in full with your enquiry, we will give you the name of the officer dealing with it and a date when they will get back to you

If we write to you we will
- write in plain language
- arrange for translation, large type, Braille or audio tapes upon request

At all times we will
- treat you with respect, be polite, patient and honest

If we visit you we will
- carry identification that you can check with a phone call to our Contact Centre on 03450 450500
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- treat your home with respect

If we get it wrong we will
- apologise if we have made a mistake or failed to meet our standards
- acknowledge your written complaint within three working days
- reply in full to your complaint within 10 working days

Particular services have their own additional standards. These are available at www.scambs.gov.uk/customerstandards or copies can be sent by post – please call 03450 450 500

How to contact us

Main office

South Cambridgeshire District Council
South Cambridgeshire Hall
Cambourne Business Park
Cambourne, Cambridge CB23 6EA
Office open Monday to Friday, 8.30am to 5pm
f: (01954) 713149
e: scdc@scambs.gov.uk
www.scambs.gov.uk
minicom: (01480) 376743

Telephone

03450 450 500	general enquiries
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03450 455 214	electoral services
03450 455 215	development control
03450 455 216	development services

Lines are open 8am to 8pm, Monday to Saturday. You may wish to avoid our busiest times, which are all day Monday and weekday mornings.

Need to make a payment?

There are several ways in which you can make a payment to SCDC. We encourage payments by direct debit or by debit card. The debit card service is available 24 hours a day, seven days a week.

- By phone: 03450 455 218
- Or online: **www.scambs.gov.uk/paymybill**

You can also pay using a Post Office payment card.

To request a direct debit form or a Post Office payment card call 03450 450 064

Payments can also be made in person at Cambridge City Council's Mandela House, 4 Regent Street, Cambridge, Monday to Friday from 8am to 5pm, excluding bank holidays.

Our Vision:

- We will make South Cambridgeshire a safe and healthy place where residents are proud to live and where there will be opportunities for employment, enterprise and world-leading innovation.
- We will be a listening Council, providing a voice for rural life and first-class services accessible to all.

Tell us how we're doing

At SCDC we're proud of what we are trying to achieve and recognise we can always do better. To further improve our services, we would appreciate your feedback, either by telling us when we have performed particularly well, or informing us when you have not been satisfied. You can do this in a number of ways:

- Comments at scdc@scambs.gov.uk
- Compliments at compliments@scambs.gov.uk for our online form
- Complaints at complaints@scambs.gov.uk for our online form and leaflet
- In person at our offices Monday to Friday between 9am and 5pm
- By telephone on 03450 450 500 Monday to Saturday between 8am and 8pm
- In writing to the Customer Service Coordinator at our main office

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Community Pride and Village Hero Awards 2010

This autumn we celebrated the excellent work that parish councils do and paid tribute to residents who have made a significant contribution to their local community

Every parish council was invited to enter the Community Pride Awards to showcase it's work and to nominate one local resident for a Village Hero Award.

The winning village hero was Tom Eaton of Longstanton who has been capturing life in his community for over 30 years by voluntarily producing a photographic archive of over 1500 pictures. The photos include everything from village events to weddings to parish meetings.

Caldecote Parish Council was honoured with the top prize in the Community Pride Awards for managing to deliver benefit for the community without significantly increasing the financial burden in a time of major growth. New facilities include a recreation and cricket ground, and a multi-use games area. It is a Quality Parish Council that takes pride in its village.

The awards ceremony was held on 1 October alongside presentations for our long-running Best Kept Garden competition for council tenants.

We would like to thank our sponsors Scotsdales Garden Centre, Hill Residential Ltd and Algar Signcraft.

• **RIGHT Community Pride Award winners Caldecote Parish Council**

• **BELOW Village Hero - Tom Eaton of Longstanton**

Business Support Fund given £20k boost

Our Business Support Fund, set up in partnership with Business Link to support local small and medium-sized enterprises (SMEs) during the economic downturn, has proved so successful that we have added a further £20,000 to the pot.

The voucher-based scheme provides eligible firms with up to £1,000 to use towards the costs of business support or training programmes.

• **John Hawkins and Martin Bessell of Midland Autolease**

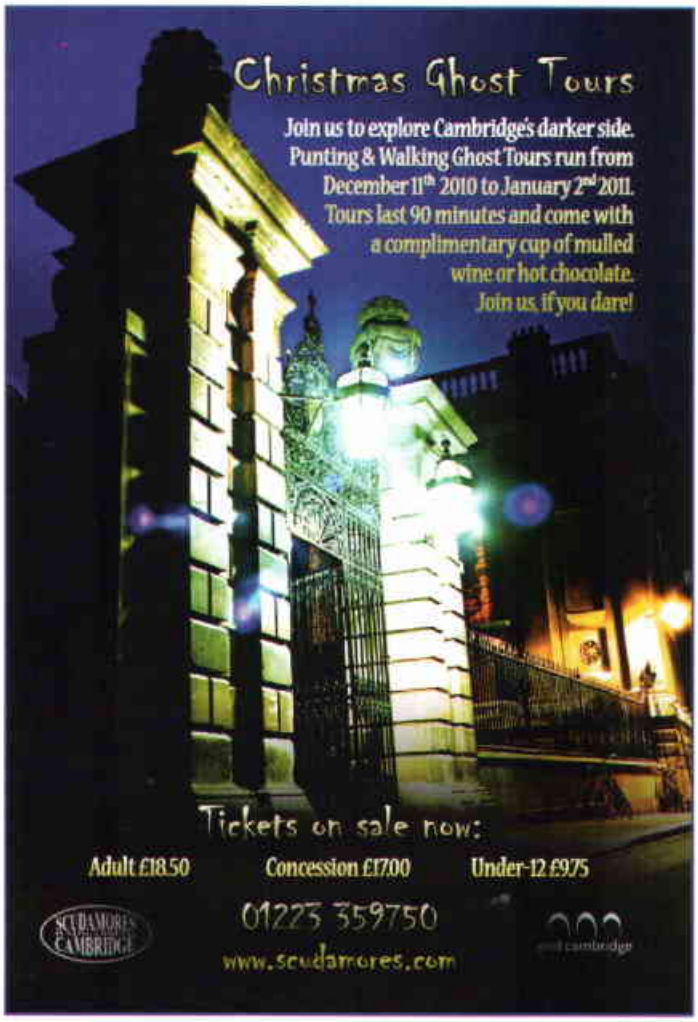
To be eligible, businesses must be based in the district, qualify as an SME and be able to prove they have suffered financial hardship as a result of the recession. Each eligible business will receive a health check and help creating an action plan. Vouchers of up to £1,000 will then be awarded to help them achieve the specific support identified in the action plan.

Partnership director for Business Link Steve Clarke said: "From the initial £50,000 set aside for this scheme, 46 vouchers have been issued to qualifying companies to help with website development, marketing, training and business development."

Businesses requesting help have been from a range of sectors that make up South Cambridgeshire's economy, including manufacturing, professional, scientific and technical, construction, information and communications, and various support services.

Portfolio holder responsible for economic development Councillor Nick Wright said: "We're incredibly proud of the businesses in our district and want them to be successful."

For more information contact Business Link on 08457 17 16 15, visit www.businesslink.gov.uk/east or email info@businesslinkeast.org.uk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Policing the district

Cambourne's police station opened its doors this autumn. It is a base for neighbourhood officers, as well as those responding to 999 calls.

Sector inspector Chris Savage said: "Our residents told us they wanted response officers nearby to deal with emergencies in our more rural areas.

"So that's exactly what we did. We also have local neighbourhood officers working from the new station, and an enquiry office for the public."

Police are available 24 hours a day on 0345 456 456 4 or in an emergency dial 999.

Cambourne Police Station can be found in Sackville Way, Great Cambourne, Cambridge, CB23 6EG.

Public opening hours:

Monday 4pm to 8pm
Tuesday to Friday 10am to 2pm
Saturday, Sunday and bank holidays closed

Driving down crime

We are pleased to announce crime has reduced in the district. From June to August this year, only nine out of every 1,000 residents were a victim of crime. In comparable districts around the country there are up to 19 victims per 1,000 people.

Overall, the figures show that crime in the district has fallen to below 2008 levels.

In particular, burglary fell. Last year from April to August, out of 60,309 homes there were 227 burglaries, which fell to 168 for the same period this year – a reduction of 59 crimes.

Despite the fall, vehicle crime remains a priority. Residents should keep their vehicles locked and remove any valuable items, particularly cash, credit/debit cards, wallets/purses, mobile phones and satellite navigation systems.

Neighbourhood panels

Neighbourhood panels provide an opportunity for you to come together with the police, district and county council to discuss community safety issues. They are your opportunity to inform us of any concerns or issues you have and help shape the priorities for your area.

Bassingbourn/Melbourn Panel (covering Bassingbourn, the Mordens, Melbourn, Meldreth and Fowlmere & Foxton wards)
- Tuesday 18 January at Bassingbourn Village College

Comberton Panel (covering Bourn, Caldecote, Barton, Comberton and Hardwick wards)
- Wednesday 23 February at Cambourne Church

Gamlingay Panel (covering Gamlingay, Orwell & Barrington, Haslingfield & the Eversdens and Harston & Hauxton wards)
- Wednesday 19 January at Haslingfield Village Hall

Histon Panel (covering Histon & Impington, Waterbeach, Milton and Cottenham wards)
- Tuesday 11 January at Cottenham Village College

Linton Panel (covering The Willbrahams, Teversham, Fulbourn, Linton and Balsham wards)
- Tuesday 14 December at Fulbourn Centre

Sawston Panel (covering Sawston, Duxford, Whittlesford, the Shelfords & Stapleford and the Abingtons wards)
- Tuesday 4 January at Sawston Free Church

Swavesey Panel (covering Swavesey, Longstanton, Willingham & Over, Bar Hill, Girton and Papworth & Elsworth wards)
- Tuesday 22 February at Bar Hill Village Hall

To find out which panel covers your village or for information about your neighbourhood policing team visit www.cambs.police.uk and go to the "My Neighbourhood" page or call 0345 456 456 4.

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If you have problems you can't resolve yourself, don't struggle alone. Your Citizens Advice Bureau (CAB) offers a free, impartial and independent service

Since the economic downturn, increasing numbers of people have turned to the CAB for help with everyday issues affecting their lives, from redundancy and loss of accommodation, to checks on benefit entitlement and debt advice. The additional strains on family life have led to an increase in family breakdowns and, unfortunately in some instances, to domestic violence; the CAB can help with this too.

Offering a totally confidential service, the CAB does not make judgements on you or your family, it simply helps and advises you as much or as little as you need.

To speak to your nearest office or to make an appointment, call:

- Saffron Walden CAB - 0844 477 5986 (Monday, Tuesday, Thursday and Friday 9.30am to 3.30pm)
- Cambridge CAB - 0844 848 7979 (Monday to Friday 2pm to 4pm)
- Haverhill CAB - 01440 762194 (Monday, Tuesday, Thursday and Friday 11am to 2pm)
- Royston CAB - 0845 688 9897 (Monday to Friday 10am to 4pm)

Alternatively, visit www.adviceguide.org.uk, which offers a wealth of information and includes details of email and drop-in services that may be more convenient to use.

The CAB is a charity that would not exist without the support of volunteers and funders. SCDC is proud to be able to support these charities with funding so they can continue to serve our residents.

Suffer with super slow broadband?

If you live in Cambridgeshire and experience slow Internet speeds, a few minutes of your time could help to bring faster broadband to our area.

EREBUS (Eastern Region Broadband Uplift Scheme) is a project funded and run by the East of England Development Agency. It encourages commercial suppliers to invest in next generation broadband infrastructure and seeks to do this by showing there is sufficient demand to make the investment worthwhile. Nothing does this quite like listing potential customers (domestic and business) and the services they require.

The project will map demand down to postcode level and the data will be made available to anybody who needs it to provide a service; personal data on individuals will not be released.

To register your demand visit www.erebusonline.org.uk

Celebrating Age

October 1 marked the International Day of Older People and residents in South Cambridgeshire celebrated with a month of events across the district, including coffee mornings with guest speakers, keep fit sessions, lunch clubs, walks, yoga classes and computer courses.

Now in its sixth year the Cambridgeshire Celebrates Age project aims to promote active living, reduce social isolation, promote work between young and older people, challenge age discrimination, and show and value what older people do and achieve.

Cotteneham residents Pat Lancaster and Christine Kearley said after their coffee morning, "It was absolutely brilliant, very interesting, informative and very well received."

To find out more visit www.cambsca.org

2011 Census coming soon

On 27 March our residents will make up just some of the 25 million households taking part in the 2011 Census across England and Wales

The census is a count of all people and households, aimed at providing population statistics from national to neighbourhood level to give a complete picture of the nation. The statistics help in the provision of housing, education, health and transport services for years to come so it's important the estimate is as accurate as possible.

Since 1801 (apart from 1941 during the war) a day has been chosen every ten years for this purpose.

We are working closely with the Office for National Statistics to help make sure that the next census is a success.

Have we got your address correct?

When the questionnaire comes through the door, you'll recognise it by the purple 2011 Census logo. For the first time, Census forms will be delivered by post as well as by hand so it is important we have your correct address. You can check it is correct by visiting www.scambs.gov.uk/planningexpert and entering your property details. If your address details are wrong contact us on 03450 450 500 or llpg@scambs.gov.uk

Would you like to help?

The 2011 Census team is recruiting right now for the following temporary part-time and full-time roles:

- census coordinators – to lead and motivate a team of field staff
- special enumerators – to cover communal establishments, such as care homes and universities, collecting questionnaires and offering help completing the forms
- census collectors – to contact householders to follow up on the non-return of completed census questionnaires

To find out more about the roles, including locations, dates and rates of pay, and to apply, visit www.censusjobs.co.uk or call 0845 304 0960

For more general information about the census visit www.census.gov.uk or call (01329) 444 972

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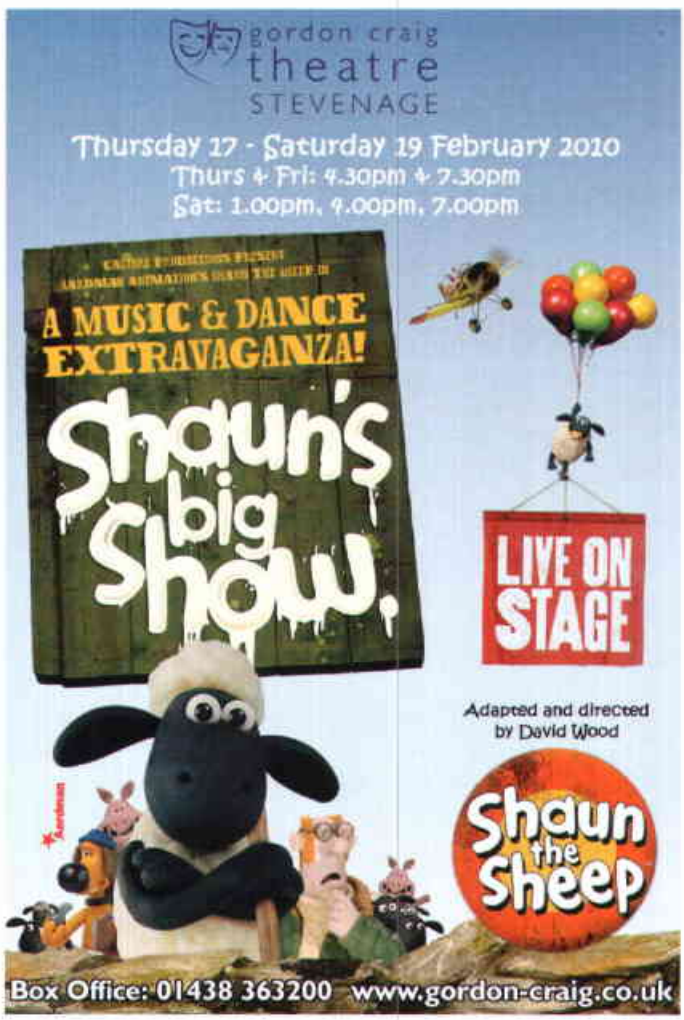
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Dates for your diary

Why not come along to our meetings and see how decisions are made? All meetings are held at South Cambridgeshire Hall, Cambourne unless listed otherwise.

Council - 2pm on 25 November and 27 January
Cabinet - 7pm on 13 January and 2pm on 10 February
Scrutiny and Overview Committee - 2pm on 6 January and 3 February
Corporate Governance Committee - no meeting scheduled at time of going to press
Standards Committee - 10am on 8 December
Planning Committee - 2pm on 1 December, 12 January and 2 February
Planning Enforcement Sub-Committee meetings will be called if and when required

Portfolio holders' meetings

Environmental Services - 2pm on 24 January
Finance and Staffing - 6pm on 14 December, 18 January and 15 February
Housing - 5.30pm on 15 December, 19 January and 16 February
Leader - 10am on 20 January
New Communities - 11.15am on 14 December and 25 January (follows Planning so start time may be delayed)
Northstowe - 2.30pm on 16 December and 2pm on 20 January
Planning - 10am on 14 December and 25 January
Policy and Performance - 11am on 18 January and 15 February

Other meetings open to the public

Climate Change Working Group - 10am on 10 February

Keep an eye on www.scambs.gov.uk/meetings for times, dates and venues. Occasionally arrangements do change – check for the latest details online before attending a meeting or call Democratic Services on 03450 450 500.

Benefit fraudsters face more penalties

In January 2010 the National Fraud Authority reported that £310 million was lost to housing and council tax benefit fraud in 2008/9, along with a further £740 million in other benefits

At SCDC we have a dedicated team that investigates benefit fraud in South Cambridgeshire and they are trained to spot anything suspicious in the claims they deal with. Typical cases include people working whilst claiming to be unemployed, claiming to be single when they have a partner or spouse living with them, or having undeclared savings. We expose cases where benefit has been claimed legitimately but the claimant has failed to tell us about a change in their circumstances and uncover further cases through extensive data matching.

A benefit fraudster can expect to be prosecuted or, in some cases, may be offered an alternative such as a formal caution or financial penalty. In all cases the stolen money must be paid back. The Welfare Reform Act 2009 has introduced a further penalty for fraudsters; they can now also expect to have any ongoing benefits reduced or stopped for four weeks. If they are prosecuted twice for benefit fraud their benefits may be stopped or reduced for 13 weeks.

Each year we receive a number of reports from members of the public who are suspicious of benefit fraud. If you suspect anyone of committing benefit fraud please report it by contacting us on 0800 7311892 or benefitfraud@scambs.gov.uk

Scrutiny Committee – helping to improve services for you

Our Scrutiny and Overview committee acts as a local watchdog, ready to investigate concerns about local services or council performance and helps us to demonstrate openness and accountability

Scrutiny review of the Council's financial processes
Working in partnership to support children and young people
03450 450 500
www.scambs.gov.uk

The committee is currently finalising a review of performance management. Another review is focusing on value for money in the housing section: three tenants have joined the review team. In the New Year, these reviews will be published in a handy booklet to match similar publications on past reviews into finance management, children's services and Arbury Park, now Orchard Park.

The committee held a special meeting in Balsham during August to call in a decision to sell some land on the open market. Local residents had a chance to explain their concerns, and their hope that it would be sold for affordable housing instead.

The committee's chairman, Councillor James Hockney says: "The next few meetings should be very interesting. Amongst other things, we are influencing the new Youth Plan, based on evidence we gathered first hand from 20 pupils at three village colleges. We will also scrutinise the service provided by our contact centre. The Scrutiny team is committed to being a critical friend to the Cabinet to ensure better services for local residents."

If there are any other services that you would like the committee to scrutinise, whoever provides them, email scrutiny@scambs.gov.uk or contact Jackie Sayers on (01954) 713451.

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FROM 13 - 23 DECEMBER
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Customer service excellence update

Driving customer focused change

Background

At SCDC we are committed to achieving the Customer Service Excellence (CSE) accreditation by 2011. The standard will help us make sure we continue to place you, our customers, at the heart of service design and delivery, and that we get it right, first time, to save you having to contact us unnecessarily. Excellent customer service means that we:

- have an in-depth understanding of our current and potential customer groups and can use this information to provide better services
- consult regularly and advise customers of the results and action taken
- analyse your experience of our services in detail to improve our understanding of how you interact with us as a basis for improving services
- make information about the full range of services we provide as widely available as possible, including how and when you can contact us, how our services are run and who is in charge
- monitor how you're contacting us to ensure that we're providing accessible services
- train staff to handle complaints and to investigate them objectively to increase the chances of satisfactory results
- promptly share customer information with colleagues and partners whenever appropriate to ensure customers need only make contact once

What's happening at the moment?

Work towards the standard is gaining momentum. We're currently going through the 'gap-filling' stage which involves drawing on new evidence and introducing fresh ways of working in those areas not currently achieving customer service excellence, as recognised in the self-assessment we carried out in the spring.

Among the initiatives to look out for will be a review of our customer service standards to make sure that our view of acceptable response times is the same as yours. We'll also be carrying out surveys of visitors to our reception, to gauge your satisfaction with our premises and to understand why and how often you visit us.

The current stage of the project will be completed by the end of the year, after which we'll be undergoing a formal pre-assessment by an external assessor. This will identify the key areas we need to focus on to fill any remaining gaps and, depending on the amount of work remaining, we'll schedule a full assessment in 2011. Our assessor will be speaking to customers directly, so look out for opportunities to participate as the inspection moves closer.

For more information about our customer service project contact Rachael Fox on (01954) 713017 or rachael.fox@scambs.gov.uk

Putting customer service first

This year's National Customer Service Week (4-8 October) saw our senior managers out and about with front line staff to experience, first hand, the quality and range of services we provide and to gain an understanding of the challenges staff face in maintaining standards day in and day out

Chief executive Jean Hunter shadowed community telecare co-ordinator Jane Poole, who organised a series of appointments, at the homes of elderly residents, to install lifeline equipment. Jean said, "I learned a lot about what we can offer residents by way of support, how lifeline works and some useful statistics about the service overall. I also learned what incredibly caring and supportive staff we have. Jane did a fantastic job with our residents in circumstances that were sometimes challenging and she enabled them to retain their dignity at all times. They were very appreciative of the service they received." Jane said, "Jean exhibited all the qualities needed for a community telecare coordinator but sadly the closing date for an additional team member has expired!"

Corporate manager of affordable housing Stephen Hills shadowed senior planning officer Saffron Garner. Stephen said, "This experience helped me to understand just how much attention to detail is required for the simplest of planning applications and the efficiency with which our officers collate and assess huge amounts of information against tight deadlines. What was also evident was the professional but friendly rapport that Saffron had with the applicants and the importance of maintaining that balance in delivering the services that we are responsible for."

Corporate manager for planning & new communities Jo Mills went out with surveyor Dave Gill, who checks requests for repairs and makes sure vacant homes are prepared for new tenants. Jo said, "I had an interesting experience and found out much more about the location and range of our council homes. Overall I was left with a strong impression about how nice our tenants are, and how well they look after their homes and gardens."

Chief Executive Jean Hunter with a resident

Executive director of corporate services Alex Colyer joined our customer service officers Anne Rayment and Liz Human who welcome our visitors and help with a range of enquiries from housing and waste collections to benefits and licensing, as well as a number of business visitors. Alex said, "I was struck by how much Liz and Anne need to know about how our services run. They also need to know what questions to ask our visitors so that we can address their enquiries effectively. It was pleasing to hear the positive comments that visitors made about the welcome and help they received."

e-Petitions

Last spring we adopted a new petitions scheme and now, with the launch of our e-Petitions website, www.scambs.gov.uk/petitions, you can collect signatures on-line to let us know your concerns and what you want the council to do.

There are several different kinds of petition:

- Consultation – responding to our invitation to comment on a particular issue, such as a planning application or a new policy. These will be reported to the committee making a decision on the issue, along with all other representations we receive (50 signature minimum).
- Statutory – relating to an act of parliament, for example, asking us to adopt a new form of governance with a directly elected mayor (number of signatures required set by the relevant legislation).
- Petition for Debate – 100 signatures are required to trigger a debate on your petition at a meeting of the council.
- Hold an Officer to Account – 500 signatures are needed to require a council officer to answer questions about a matter at the Scrutiny and Overview Committee.
- Ordinary – any petition that doesn't fall into the above categories (50 signature minimum).

By creating an account on the petitions website, you'll be able to collect signatures electronically, link to your petition from your blog or website, and receive automatic e-mail updates of new signatories. Hard copies will be scanned and put on our website so electronic signatures can be added to these too.

Full guidelines are available from Democratic Services on (01954) 713030 or on our website.

Help to shape our future direction

Priorities for 2011 - have your say

Budget and objective setting from 2011

We're already thinking about our service priorities for 2011 onwards and how they'll be paid for at a time when substantial reductions in funding are anticipated. Portfolio holder for policy and performance Cllr Tom Bygott has led our work to draft 15 key actions which, following consultation, we will carry out in 2011/12 to improve customer service and the local environment in which you live and work. The actions will be finalised in February 2011, along with our budget for the following year but, before we do, we're keen to hear your views on whether our priorities are the right ones.

Corporate aims, approaches and actions

Each of the 15 actions falls under one of our five strategic aims, which together, set out how we'll achieve our vision (see page 4).

Given our current financial constraints, we're focussing on some realistic and achievable projects that we can complete within existing resources. These small steps, together, will really make a difference!

Many of the actions will see us building on the positive work we're already doing, for example, in terms of improving our customer service, our recycling performance, and maintaining our support to the business community.

The feedback we're seeking

We welcome feedback on whether you feel we've chosen the right priorities and whether you feel there are any areas we may have missed. We'll make every effort to reflect your views in the final actions, though please bear in mind that actions requiring additional expenditure may mean reduced services elsewhere, and that council tax increases to pay for these may be considered unacceptable.

Future spending plans and service levels

We'll also be seeking your views on our longer term priorities through some big questions about where we target our increasingly limited resources. The Government announced its spending review of public services on 20 October and, at the time of writing, we're awaiting details of what this means in practical terms for us. We're going to be using a tool called 'You Choose', through which you can help us to set our priorities by selecting what proportion of our budget you feel we should be spending on specific services like waste collection, planning and affordable housing, and areas in which we should be looking to make savings.

How we're consulting

We're hoping to receive representations from a wide cross-section of our community via a questionnaire which will be distributed widely during our various meetings with the public. We'll also be consulting with specific groups, such as young people, to make sure that everyone has the opportunity to participate.

The closing date for responses is 14 January 2011.

• MAIN **Festive cheer! One of our actions is to celebrate a traditional Christmas with the whole community**

• RIGHT **Cllr Tom Bygott**

Access the survey at www.scambs.gov.uk or call (01954) 713366 for a hard copy

Are you a victim of racial discrimination or harassment?

We are working with CRISP to promote racial equality and to eradicate unlawful discrimination and harassment in our communities

Cambridge Racial Incident Support Project (CRISP) is a non-profit making scheme of the Cambridge Ethnic Community Forum. It provides free help and advice to individuals and families who are experiencing or have experienced discrimination and racial harassment:

- at work
- from employers'/employment agencies
- getting access to services such as housing, healthcare, education or social welfare
- by the police, courts or prison service
- other organisations
- by other members of the public

Please tell us if you need an interpreter as one can be booked for you

Contact CRISP
62-64 Victoria Road
Cambridge
Cambridgeshire
CB4 3DU
01223 462615
crispenquiries@cecf.co.uk
www.cecf.co.uk

Opening times
Tuesday: 10am to 7pm
Wednesday: 10am to 4pm
Thursday: 10am to 7pm
Saturday: 10am to 1pm

Drop-in surgery in Cambourne
South Cambridgeshire Hall
Cambourne Business Park
Cambourne
Cambridge
CB23 6EA

Thursday 20 January 2011
Thursday 17 February 2011
Thursday 17 March 2011
Opening times
10am to12pm and 1pm to 3pm

Project of: Cambridge Ethnic Community Forum

Funded by: Equality and Human Rights Commission; Cambridgeshire County Council; Lloyds TSB Foundation for England and Wales

Supported by: South Cambridgeshire District Council; Community Legal Service

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PE1 1SU
Tel: 01733 555200

www.bodylaser.co.uk

Completing Cambourne

Revised plans have been submitted to build a further 950 homes at Cambourne that aim to complete the new village, on which work first started in 1998

The proposals are important as they will help to meet the district's housing needs. The population increase will help make Cambourne more sustainable as a community and, in particular, assist the completion of the High Street.

We have been working with the local community to understand the needs of existing and future residents, building on their experience to improve the design as we go forward.

For the last year officers have been negotiating with the developer and partner organisations, including Cambourne Parish Council, to secure appropriate facilities and infrastructure as part of these revised plans. These include affordable housing, schools, extensions to existing community, health and sports facilities, drainage and transport improvements.

Public consultation on the amendments ended on 17 September and we're now reviewing the feedback. We will formally consider the application in December 2010 and, if approved, work could start on site by mid 2011.

The amended plans and documents can be viewed on our website and at our offices.

New facilities for Cambourne

Following hot on the heels of the opening of the police station, and with work underway on the fire station, the end of the year will see work start on Cambourne's sports centre. Including a four-court sports hall, social area, gym and dance studio, due to open in late 2011.

North West Cambridge Community Forum

Residents in and around the north west of Cambridge have been taking advantage of the opportunities provided by the North West Cambridge Community Forum to find out about proposed housing growth in their areas.

• Previous SCDC forum

The growth areas include Orchard Park and the northwest fringe of Cambridge within Histon, Impington and Girton parishes. We have been working closely with the city council to enable residents to meet officers and learn more about the individual developments.

The first public drop-in event was successful with over 60 local residents coming along to find out more. This was followed by an equally successful meeting on transport.

To ensure residents continue to have every opportunity to engage with officers and comment on the proposed developments we have arranged further drop-in sessions. Our next event is on 27 November at Coton Hall, Girton with a 'You said, we did' theme. Residents will be able to see the range of developments that have been going on across the district since the summer and what we've done as a result of previous feedback.

We realise the magazine may not reach all our residents in time to make this meeting and have, therefore, included future forum dates for your diary:

- 7pm to 9pm, Wednesday 26 January at St Augustine's, Cambridge
- 10am to 12pm, Saturday 26 March, venue to be confirmed

For more information on events and reports contact Tracy Mann on (01954) 713342 or tracy.mann@scambs.gov.uk

Consultations; past, present and future

• Exhibition on the latest consultations

Past

We recently consulted on:

- Orchard Park Design Guidance Supplementary Planning Document (SPD)
- Foodstore provision in North West Cambridge
- Papworth Everard Conservation Area Appraisal

We are now considering all the comments received and will be finalising these documents over the next few months.

Present

We are currently consulting on the following draft SPDs and want your feedback:

- **Fen Drayton Former Land Settlement Association Estate SPD**

This SPD will provide guidance for future planning in this area, which has been identified for experimental and ground breaking forms of sustainable living through the redevelopment of redundant agricultural buildings.

- **Health Impact Assessment (HIA) SPD**

This SPD will provide guidance for major development proposals on producing an HIA, which shows how the potential impacts on the health and well being of the local community have been considered.

Exhibitions on these draft SPDs can be seen at our offices in Cambourne and at cambridge city offices at Mandela House, Cambridge during the consultation period that runs until noon on 10 December.

We would like to have your comments on these draft SPDs by this deadline.

Future

- Papworth Everard West Central SPD is in preparation and consultation is

To view information on planning policies, the consultation documents and to make comments go to www.scambs.gov.uk/ldf

Planning software update

In autumn we told you about some new planning software which offers more ways to use and interact with the planning section of our website.

Over and above the functions provided by the old site, the new one allows you to register to receive notifications of applications of interest, directly report suspect development work and send photos and letters directly to the case officer.

We soon hope to add additional functions so you can search for applications and information of interest via maps and to see the location of any proposed work at a glance.

When the new system went live, we had some initial teething problems. We're now pleased to say it's been running successfully for two months.

Check it out at www.scambs.gov.uk/planning

Changes to local planning system

The Coalition Government has proposed significant changes to the planning system. The Decentralisation and Localism Bill is due to be published in November 2010. Look out for more information about this in the spring issue of *South Cambs magazine*.

Until the Localism Bill and guidance are published, the proposed review of the Core Strategy and the Gypsy and Traveller Development Plan Document will progress more slowly as we take stock of the Government's proposal for the new planning system.

We are currently working on our responses to the last Gypsy and Traveller consultation in 2009 when we looked at site options and will be reporting to the New Communities Portfolio Holder meeting in December.

Testing the county council's plans for minerals and waste

Cambridgeshire County Council and Peterborough City Council have produced two draft planning policy documents that outline planning policies to guide mineral and waste development and identify sites for mineral extraction and waste management.

In spring a consultation was carried out on these plans before they were formally submitted to the Secretary of State in July. We raised concerns, which included the impact heavy lorries carrying minerals would have on our local communities and also concern about some of the proposed mineral sites.

A government planning inspector will undertake an independent examination into the first plan and we will seek amendments that address our concerns. The examination will start on 30 November. An examination into the second plan will follow next year.

• The new state-of-the-art Donarbon's waste facility at Waterbeach

For more information visit www.cambridgeshire.gov.uk/environment

We don't sell cheap carpets, we sell carpets cheap!

In years gone by, when carpet manufacturers created their quality carpets they would sometimes be left with remnants, trial runs of new patterns.

These carpets, some small room size pieces, some huge rolls would be put into the 'WEAVERS SHED' and offered up to their staff and families and local residents at a reduced price. As the years went by and production grew the WEAVERS SHED inventory became too big to be supported by the local residents and a new way had to be found to offer these carpets of excellent value for money, to other customers.

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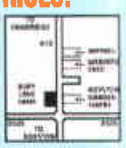

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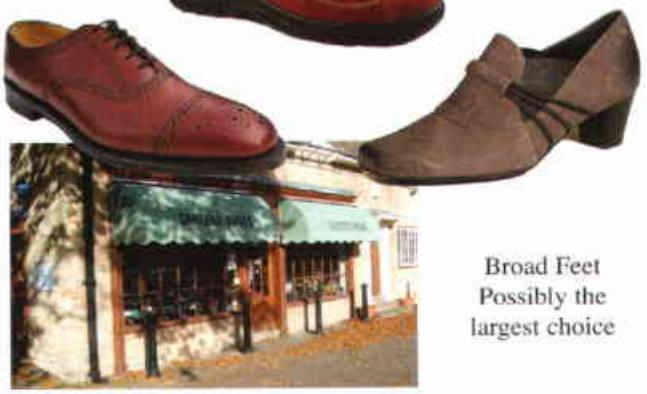

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A new garden boundary?

Hedges make excellent backdrops to gardens and screen passing traffic. Unlike a fence or wall taller than 1m along a roadside boundary, they don't require planning permission

• Hedge boundaries in South Cambridgeshire

Properly planted, kept weed free and watered during the first year, they can establish quickly to become a feature that will set off a house and contribute to the character of the street.

Hedges are good for wildlife too, providing nesting places and shelter for birds as well as a ready supply of food from the flowers, fruit and other life they support.

There are plenty of different plants suitable for tight clipping. The Cambridge Botanic Garden has a useful labelled display. Yew needs only one trim a year in August to produce a smart appearance while privet needs a few more cuts. Beech and hornbeam, or combinations of the two, give fresh green foliage in spring and a golden appearance in winter. Plants with large leaves are best avoided unless you cut by hand.

Hawthorn makes a good security barrier, and if grown freely, can provide spring blossom and autumn berries. Leaving the pruning of this type of hedge until late winter conserves the fruit for wildlife. A hedge that needs only a single annual trim avoids disturbance to nesting birds.

Next time you pass through your village why not take note of how much the hedges contribute to its character?

Conserving energy in traditional buildings

Winter is the time of year when we consider the costs of heating and how we can save energy

There are several improvements that can be made to both historic and other residential buildings that can reduce heat loss whilst maintaining character and appearance.

Lofts can be fitted with insulation. For historic buildings English Heritage suggests the use of natural materials such as sheep's wool or hemp fibre laid to a depth of 250mm; these materials have good thermal qualities but do not hinder the movement of moisture.

Draught proofing is an unobtrusive way of improving comfort and reducing heat loss. If sympathetically installed around windows and doors it will provide benefits without causing damage to the historic fabric of the property. Care must be taken to ensure that sufficient ventilation exists for the health of the building, its occupants and also for the proper operation of open fires, boilers and cookers.

If windows have internal or external shutters they can be used to reduce heat loss. Secondary glazing will improve heat retention whilst allowing historic windows and glass to be retained. Companies that specialise in making such products for traditional buildings will match existing window designs to ensure that glazing is invisible externally.

One of the simplest and cheapest ways of retaining warmth is to fit thicker curtains or thermal blinds at windows and draught excluders to doors; coupled with all the suggestions above, further energy savings can be made.

Enjoy a warmer winter this year with the help of a home insulation grant.

If you are a homeowner or renting privately, you can now benefit from a Government initiative to improve the insulation in your home

Also free if you receive any of the following benefits:

- Disability Living Allowance
- Attendance Allowance
- Working Tax Credit (income must be less than £16,190)
- Child Tax Credit (income must be less than £16,190)
- Pension Credit
- Housing Benefit
- Council Tax Benefit
- Income Support
- Income Based Job Seekers Allowance

*please note free loft insulation only available if you have less than 3 inches - Effective insulation will Make your home more comfortable Reduce your energy bills

Grants are available for cavity wall insulation and loft insulation. Cavity wall insulation most property types pay only £149

Cavity Wall Insulation £149

Loft insulation most property types pay only £199

Loft Insulation £199

Over 70's All Insulation FREE

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Collection dates

- Bins must be out by 7am on your designated day of collection

Day late collection | Green & blue bins | Black bin | Change to collection

Monday

Babraham, Balsham, Gt Abington, Gt Shelford, Harston, Hauxton, Hildersham, Hinxton, Ickleton, Lt Abington, Lt Shelford, Pampisford, Stapleford

6 Dec	13 Dec	20 Dec	28 Dec	4 Jan	10 Jan	17 Jan	24 Jan	31 Jan	7 Feb	14 Feb	21 Feb	28 Feb	7 Mar	14 Mar	21 Mar	28 Mar	4 Apr
			Tue	Tue													

Bartlow, Castle Camps, Horseheath, Linton, Sawston, Shudy Camps

6 Dec	13 Dec	20 Dec	28 Dec	4 Jan	10 Jan	17 Jan	24 Jan	31 Jan	7 Feb	14 Feb	21 Feb	28 Feb	7 Mar	14 Mar	21 Mar	28 Mar	4 Apr
			Tue	Tue													

Tuesday

Carlton, Coton, Gt Wilbraham, Histon, Horningsea, Impington, Lt Wilbraham, Madingley, Orchard Park, Six Mile Bottom, Teversham / Cherry Hinton*, West Wickham, West Wratting, Weston Colville

7 Dec	14 Dec	21 Dec	29 Dec	5 Jan	11 Jan	18 Jan	25 Jan	1 Feb	8 Feb	15 Feb	22 Feb	1 Mar	8 Mar	15 Mar	22 Mar	29 Mar	5 Apr
			Wed	Wed													

Cherry Hinton: north of the railway as Teversham

Fen Ditton, Fulbourn / Cherry Hinton*, Girton, Milton, Oakington, Stow-cum-Quy, Westwick

7 Dec	14 Dec	21 Dec	29 Dec	5 Jan	11 Jan	18 Jan	25 Jan	1 Feb	8 Feb	15 Feb	22 Feb	1 Mar	8 Mar	15 Mar	22 Mar	29 Mar	5 Apr
			Wed	Wed													

*Cherry Hinton: south of the railway as Fulbourn

Wednesday

Bar Hill, Childerley, Chittering, Dry Drayton, Knapwell, Landbeach, Longstanton, Swavesey, Waterbeach

8 Dec	15 Dec	22 Dec	30 Dec	6 Jan	12 Jan	19 Jan	26 Jan	2 Feb	9 Feb	16 Feb	23 Feb	2 Mar	9 Mar	16 Mar	23 Mar	30 Mar	6 Apr
			Thur	Thur													

Boxworth, Caxton, Conington, Cottenham, Elsworth, Fen Drayton, Lolworth, Over, Rampton, Willingham

8 Dec	15 Dec	22 Dec	30 Dec	6 Jan	12 Jan	19 Jan	26 Jan	2 Feb	9 Feb	16 Feb	23 Feb	2 Mar	9 Mar	16 Mar	23 Mar	30 Mar	6 Apr
			Thur	Thur													

Thursday

Cambourne, Comberton, Croxton, Eltisley, Graveley, Hardwick, Papworth Everard, Papworth St Agnes, Toft

9 Dec	16 Dec	23 Dec	31 Dec	7 Jan	13 Jan	20 Jan	27 Jan	3 Feb	10 Feb	17 Feb	24 Feb	3 Mar	10 Mar	17 Mar	24 Mar	31 Mar	7 Apr
			Fri	Fri													

Abington Pigotts, Arrington, Bassingbourn, Bourn, Croydon, Gamlingay, Guilden Morden, Hatley, Litlington, Longstowe, Lt Gransden, Shingay-cum-Wendy, Steeple Morden, Tadlow

9 Dec	16 Dec	23 Dec	31 Dec	7 Jan	13 Jan	20 Jan	27 Jan	3 Feb	10 Feb	17 Feb	24 Feb	3 Mar	10 Mar	17 Mar	24 Mar	31 Mar	7 Apr
			Fri	Fri													

Friday

Barton, Foxton, Grantchester, Gt Eversden, Harlton, Haslingfield, Kingston, Lt Eversden, Newton, Orwell, Shepreth, Thriplow & Heathfield, Whittlesford, Whaddon, Wimpole

10 Dec	17 Dec	24 Dec	3 Jan	8 Jan	14 Jan	21 Jan	28 Jan	4 Feb	11 Feb	18 Feb	25 Feb	4 Mar	11 Mar	18 Mar	25 Mar	1 Apr	8 Apr
			Mon	Sat													

Barrington, Caldecote, Duxford, Fowlmere, Gt Chishill, Heydon, Lt Chishill, Melbourn, Meldreth

10 Dec	17 Dec	24 Dec	3 Jan	8 Jan	14 Jan	21 Jan	28 Jan	4 Feb	11 Feb	18 Feb	25 Feb	4 Mar	11 Mar	18 Mar	25 Mar	1 Apr	8 Apr
			Mon	Sat													

What goes where?

- Bins must be out by 7am on your designated day of collection
- Close lids firmly

Caddy

Paper

Newspapers & magazines

Telephone directories

Catalogues

Envelopes (with or without windows)

Shredded paper

Junk mail

Jiffy bags, wrapping paper, greeting cards, tissue, cardboard & kitchen paper

- Place the caddy inside your blue bin
- Excess blue bin material will be collected if placed along side the blue bin in a returnable container
- Place items loosely in the blue bin and not in carrier bags
- Rinse items to remove any food contamination

Blue bin

Plastic bottles

Plastic bottle tops & triggers

Plastic packaging (pots, trays & tubs)

Plastic bags

Plastic film & clean food wrapping

Glass jars & bottles

Food & drinks cans

Aerosols

Tin foil & foil trays

Cartons (e.g Tetrapak)

Cardboard

Polystyrene
Pyrex, flat glass

Battery bag

Batteries inc. AA & AAA cells, button batteries, size C & D and any laptop & mobile battery

Lead acid batteries e.g. vehicle batteries

Green bin

Garden waste

Cooked/uncooked food waste (meat, fish & dairy)

Any type of cat litter
Cartons (e.g. Tetrapak) - put in blue bin
Turf and soil - due to it's weight
Any type of plastic inc bags/sacks

Biodegradable bags (cornstarch, potato starch)
Corrugated cardboard - put in the blue bin
Cardboard - put in the blue bin

- Excess green bin material cannot be collected, please compost it or take it to Milton or Thriplow Recycling Centre

Black bin

Non-recyclable / non-compostable material

- Please use your black bin for material that cannot be placed in green or blue bins
- Excess black bin material cannot be collected, please take it to Milton or Thriplow Recycling Centres

For more information visit www.scambs.gov.uk/recycling or call 03450 450 063

TEAR ME OUT & STICK ME TO YOUR FRIDGE

Where do the blue bin recyclables go?

Blue bin and caddy collections are now well underway and we have been delighted by resident participation and the amount of dry recyclables collected

So what happens to the contents of the blue bin?

The new vehicles have two compartments to allow paper and dry recyclables to be kept separate. They are taken to Donarbon Waste Management Park at Waterbeach where they are bulked up into large containers for transport.

From Waterbeach, the paper is sent to a paper mill in Kent where is it recycled into high quality paper for newsprint.

The mixed dry recyclables are sent to a recycling facility in North London. There are plans to bring the sorting process closer to home when a new materials recycling facility is built at Donarbon in Waterbeach.

Once delivered to the recycling facility the materials are sorted manually to remove contaminants before entering the processing plant. Fast-moving conveyors, shakers, magnets, air currents and optical sensors are all used to identify the materials and guide them to their dedicated sections within the plant.

Glass is then sold and re-melted for the manufacture of new materials. Aluminium and steel are sold to foundries for new products. Card is sold to board mills for boxes and packaging.

The plastic used to make milk bottles is recycled into more milk bottles, and other plastic and film are sold and recycled into a variety of products.

Portfolio holder for environmental services Cllr Sue Ellington helping our recycling teams on the frontline for the first blue bin collection

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Sat - Sun 25 - 26 Dec	Sorry, we are closed	Sorry, we are closed
Mon - Fri 27 - 31 Dec	9 am - 4 pm	8 am - 4 pm
Sat 1 Jan	Sorry, we are closed	Sorry, we are closed
Sun - Mon 2 - 3 Jan	9 am - 4 pm	8 am - 4 pm

For more information on your local recycling centre, go to www.cambridgeshire.gov.uk/environment/waste or contact us on 0345 045 5207

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Late night Thursdays: 2nd, 9th, 16th and 23rd till 8pm
Friday 24th (Christmas Eve): 8am - 4pm
Monday 27th & Tuesday 28th: 10am - 5pm
Wednesday 29th, Thursday 30th and Friday 31st: 9am - 5pm
Closed Christmas Day, Boxing Day and New Year's Day

Bury Lane offers its customers a relaxed and peaceful shopping atmosphere all under one roof. The Christmas shop is an Aladdin's cave of lights and decorations for your perfect tree. Meet the story telling Santa and post your Christmas list.

Smell the wonderful fresh spruce aroma as you choose your Christmas tree, help is at hand to choose and put the tree in or on your car.

In the gift shop where you'll find the perfect present and card or friends and family. Then stock up on some tasty preserves and chutneys for the pantry.

Bury Lane's display of hampers is so appealing and an iconic part of the British Christmas. They pride themselves on the quality of their hampers. Filled to bursting with a fantastic selection of food an drink, each is individual and provides a different kind of feast. Hampers can be made for any dietary needs or a particularly fussy relative!

The butcher's counter offers game and traditional cuts of free range meat with expert advice and recipes from the team.Now in season is a fantastic selection of game for warming winter dishes. The fruit and vegetable shop has a wonderful selection of seasonal veg with some great special offers.

Stop off for a homemade cake and fresh coffee in the café, or stay a little longer for a late breakfast or light lunch.Make sure you leave a little space for tastings at the deli counter with a fantastic selection of more than 80 British and European cheeses that will set your mouth watering.

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Affordable housing update

Rural exception site schemes in Whaddon, Landbeach and Shepreth have recently been granted planning permission

Together, these will provide 26 much needed new affordable homes for people who can demonstrate a local connection to each village. They have come about as a result of land being made available by Cambridgeshire County Council.

Whaddon will see six new homes at Church Street. This scheme has already secured funding from the Homes and Communities Agency and it is anticipated that work will commence before 31 March 2011.

Landbeach will benefit from eight new affordable homes and two private sale homes on the vacant Walnut Farm site.

Shepreth will provide 12 new homes on Meldreth Road. A practice football field and BMX area will also be provided as part of the scheme's overall S106 contribution to outdoor play space.

Demolition works have now been completed at the Wisbeys Yard/Fountains Lane development in Haslingfield. The new homes are well under construction and completion is due in March 2011. It will provide nine rented homes.

• Development at Wisbey's Yard

Affordable rented homes are let through the sub-regional Home-Link Choice Based Lettings Scheme. To be eligible you must be on our housing register and meet the qualifying criteria when the properties are advertised. For more information call 03450 450 051 or apply online at www.home-link.org.uk

For homes available under the Homebuy schemes, register with the government appointed Orbit Homebuy Agents on 03458 50 20 50 or visit www.orbithomebuyagents.co.uk

HomeBuy drop-in

• Previous drop-in session

People struggling to afford their own home are invited to an open event at our Cambourne offices between 10am and 4pm on 12 January.

Orbit HomeBuy Agents and an Independent Financial Advisor will be providing information and advice on the range of HomeBuy products available to help people on to the property ladder.

Information on all low cost home-ownership products will be provided, including HomeBuy Direct, New Build HomeBuy (shared equity scheme), and Rent to HomeBuy and Intermediate Rent, which enable people to rent their home at a discounted rate whilst saving for a deposit to purchase.

For more information call 03458 50 20 50 or visit www.orbithomebuyagents.co.uk

Local Housing Allowance

In June's emergency budget the new coalition government announced a package of welfare reforms, including changes to the Local Housing Allowance (LHA) scheme. These changes take effect in April 2011

Who will they affect and how?

- LHA levels will be capped at the four bedroom rate on properties with four or more bedrooms
- The £15 weekly excess provision will cease
- A new upper weekly limit will be introduced for each property size
- In specific circumstances, an additional bedroom will be allowed for non-resident carers

What will this mean for you?

- If you currently receive the five bedroom rate or receive benefit above your rental liability, this will change from your review date
- If you are currently benefiting from a top up (up to £15 each week) this will cease
- The current rates for properties in South Cambridgeshire are below the proposed upper weekly limits so this will not affect our customers
- If you have an additional room for a non-resident carer, you should contact us for advice. If you qualify for an additional room, the maximum amount of rent you can receive will increase

From October 2011, the way the LHA is calculated will change, affecting many of our customers, as rates will reduce.

The table below illustrates how the change is likely to affect LHA rates in South Cambridgeshire.

Weekly amounts at June 2010					
Shared Room	1 Bed	2 Bed	3 Bed	4 Bed	5 Bed
£75.95	£143.84	£163.40	£186.41	£269.84	£345.21

Revised rates based on June 2010 rates				
Shared Room	1 Bed	2 Bed	3 Bed	4 Bed
£68.08	£126.58	£138.08	£161.10	£226.99

Non-dependant deductions from April 2011

Where claimants have a non-dependent person aged 18 or over living with them, a deduction is currently made from their benefit. The size of the deduction depends on individual circumstances. From April these deductions are set to change but the details have not been made available yet so we cannot assess the impact this change will have. Early indications suggest a reduction in the amount of benefit paid.

How can we help?

We can make Discretionary Housing Payments to people facing financial hardship where their rent or council tax is not fully met by their benefit.

The funds available are limited but the good news is that the government is increasing the fund from next year.

For more information contact us on 03450 450 061 or visit www.scambs.gov.uk

If you are concerned that you may be at risk of losing your home because you cannot afford to pay the rent, or for any other reason, contact our Housing Advice Service on 03450 450 051.

Community lifeline

People across the district are able to remain living independently in their homes thanks to assistive telecare technology provided through SCDC and Cambridgeshire Community Services.

The service provides users with a pendant to wear. It is activated by pressing a red button, which dials through to a control centre that then takes appropriate action by calling a nominated key holder or the emergency services.

The technology is also self-activating, monitoring movement, or the lack of it, and is programmed to dial the control centre. Other equipment includes door sensors and chair and bed absence monitors.

Jackie Renshaw and her mother have medical and support needs. This year they moved in to an SCDC sheltered housing scheme where outside carers attend to Jackie's mother. Jackie, however, who is prone to falling and also in need of support, wanted to remain independent.

A nurse alerted them to assistive telecare technology and made a referral. Now, as well as the pull cord emergency alarms provided, Jackie has a fall detector, a bed sensor that alerts a call centre if she is out of bed longer than 10 minutes at night, and other technology that helps with the management of her specific medical needs.

• Jackie Renshaw

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Floating Support Services

What is floating support?
Floating support is assistance provided in your home by a housing support worker and includes:

- Support claiming welfare benefits and budgeting
- Support furnishing your home
- Support with social and leisure activities
- Emotional support
- Support with training and employment
- Advocacy and liaison with other council departments or agencies
- Signposting to other types of accommodation

Eligibility is subject to the type of housing issue you face, for example, much of the work we do is for clients with large rent and/or council tax arrears that have arisen due to mental health problems, a relationship breakdown, the transition to independent living, and an inability to budget. We also support people who have never lived independently before, and who may have spent some time in temporary accommodation having previously been homeless.

Who can apply?
Anyone who:

- Feels they need extra support to sustain their accommodation
- Has not lived independently before
- Has a learning disability
- Has a mental health problem
- Has problems budgeting and managing bills

Only the claimant will receive support, even if the situation involves a couple or a family. The service does not cover care support.

How does it work?
A referral is usually made to the floating support service by someone you already know like a hostel warden, housing officer, social worker, or you can refer yourself. If the referral indicates potential eligibility for the service, a comprehensive assessment will take place at your home with two floating support workers.

For more information contact (01954) 713468 or visit www.scambs.gov.uk

Here's what one service user in South Cambridgeshire had to say: "I contacted the service to see if I was eligible for help with urgent difficulties concerning housing and finance and referred myself. I found the initial meeting difficult as we talked through the reasons for my situation; I was dealing with family bereavements and mental health issues.

It was a great relief to find out I was eligible for help. I found the officers professional, empathetic and supportive. With regular meetings at my home we worked through my difficulties and set up payments to settle my debts.

My family and I are now very happy and living in a beautiful new home of our own. My finances are much better and my health has greatly improved. We still have work to do before I will manage alone but the help I continue to receive is invaluable."

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Get to grips

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Following heavy snow falls, we often receive requests for information about gritting highways, public footpaths and access routes. Therefore, before any extreme winter weather takes a grip, here is a short guide on where to seek more information on winter gritting.

For information on the gritting of public highways visit www.cambridgeshire.gov.uk/transport/roads/winter or contact County Highways on 0345 045 5212

For information and guidance on what is required of owners and occupiers of a private residence visit www.scambs.gov.uk/PolicingAndPublicSafety or contact our safety advisor Lawrence Green on 03450 450 500

Don't let bad timing ruin your festive plans

The Licensing Act 2003 requires authorisation for activities that include the sale and supply of alcohol and the provision of regulated entertainment.

Authorisation is required where entertainment and/or facilities are provided:

- for members of the public
- to make profit
- exclusively for members of qualifying clubs

Private parties at home, where alcohol is not being sold, do not generally require authorisation.

You must send us your temporary event notice at least 10 working days in advance and, where an event straddles New Year's Eve/Day, two notices are required.

Deadlines for serving temporary event notices this festive season are:

- Christmas Eve – by 8 December
- Christmas Day – by 10 December
- New Year's Eve – by 14 December

If you are organising an event, guidance is available from www.scambs.gov.uk or by emailing licensing@scambs.gov.uk

Blocked drain, overflowing sewer? It could be FOG!

If you've ever been affected by a drain blockage or sewer overflow, the chances are you've been a victim of FOG - not the weather condition – fats, oils and greases

When hot fats, oils and grease are put down the sink or drain, they cool and solidify quickly, sticking to the sides of the pipe where they build up over time. We often see this in household drains that have overflowed or become blocked.

Research by Anglian Water shows there are about 200,000 sewer blockages in the UK every year, of which 75% are caused by fats, oils and grease. Clearing these costs millions of pounds a year, which is reflected in customers' bills.

There are steps you can take to prevent your drain blocking or overflowing:

Do:

- Allow fat and grease to solidify and dispose of it in the green bin along with food waste from plates
- Take unwanted domestic cooking oil to the household recycling centre at Milton or Thriplow - engine oil and filters can also be taken but seek advice from the operators on arrival

Don't:

- Pour fats, oils or grease down the sink or external drain

Commercial kitchens and other premises should already be preventing FOG from getting into the drain but may need a grease trap/interceptor.

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Welcome

...to the seventh of our London 2012 Olympic and Paralympic Games features.

• Cllr Jaime Dipple, SCDC Champion for the Olympics

"On 5 December there will be just 600 days to go until the London 2012 Games and on 7 January, just 600 to the Paralympic Games. Make sure you register your interest in tickets so you don't miss out on the action.

Our Elite Athletes Award Scheme is still funding talented athletes across the district. If you're a budding Charles Cousins or Fran Williamson then complete an application form and we could be helping you to achieve your ambitions.

If football is your thing, why not try our Street Football sessions? Just turn up at your nearest venue, make friends, keep active and have fun.

For adults out there, have you tried our running groups? Having completed the Great North Run this year, I can champion the benefits of running. If there isn't a group near you let us know, we might be able to help.

Or why not get into netball? Not only does it help you keep fit, I hear the social side is just as active!"

• Details of all events can be found at www.scambs.gov.uk/London2012

Elite Athletes Awards Scheme

With London 2012 fast approaching, we are looking to support as many talented athletes as possible through our Elite Athlete Award Scheme. Since its launch in July 2009, we have awarded 35 young people with over £20,000 in grants ranging from £250 – £2,000. The scheme is in place until March 2012 and is open to athletes from age 12 competing at regional, national or world-class level. Funding can go towards kit, travel, training and accommodation. The next panel meeting is early in the New Year so get your applications in!

For more information or to apply visit www.scambs.gov.uk/london2012 or contact Kirsty Human on 03450 450500

1 Charlotte Cox (20) from Toft, awarded £500 for competing in athletics at regional level
2 Sam Flach (17) from Stapleford, awarded £250 for competing in tennis at regional level
3 Freddy Bennett (15) from Sawston, awarded £750 for competing in fencing at national level
4 Angus McLuskie (12) from Coton awarded, £500 for competing in rowing at national level
5 Anna Rehfisch (15) from Pampisford, awarded £1,000 for competing in air pistol shooting at national level
6 Matthew Steam (16) from Cottenham, awarded £500 for competing in roller hockey at regional level
7 Benedict Abbot-Gribben (19) from Stapleford, awarded £500 for pole-vaulting at regional level

Have you registered for London 2012 tickets?

Tickets for the London 2012 Olympic Games and Paralympic Games will go on sale in 2011. Register your interest at www.tickets.london2012.com and be among the first to hear about ticketing news and other exciting events and offers. Registering is quick and easy only taking a few minutes. It will also save you time when tickets go on sale in 2011.

Running4Parents

Following the success of a beginners' running group at Monkfield Park Primary School in Cambourne, we started another group at The Vine Primary School in Cambourne this September. It seems there are plenty of parents wanting to exercise after the school run and we want to harness that enthusiasm.

If your school would like to start a local running group, with proceeds going towards Parent Teacher Associations (PTAs) for school projects, get in touch with Helen Stepney on 03450 450500.

• Monkfield Park Running Group

• Cambourne Business Park Running Group

Run4Health

Running groups are also taking place at the following sports centres:

Cottenham - Tuesdays
Beginners' session 9.30am – 10.30am
Meet at the front of the village college
Email: sportscentre@cvcweb.net
Tel: (01954) 288760

Sawston – Wednesdays
Beginners' session 6pm – 7pm
Improvers' session 7pm – 8pm
Meet at sports centre reception
Email: victoriagreen@btinternet.com
Tel: (01223) 712555

Street Football

Love football but don't want to join a club? Can't commit to playing every week? Want to be outside, make friends and kick a ball about? Then come along to Street Football.

Weekly sessions are run for boys and girls aged 10 to 15, supported by qualified coaches, and cost only £1. Held on floodlit training pitches that are normally very expensive for young people to hire, Street Football helps young people to access local facilities at an affordable price on a regular basis.

Just turn up at one of the following venues during term time:

- Sawston Sports Centre
  Tuesdays 5-6pm
- Cambourne Multi-use Games Area
  Wednesdays 7-8pm
- Orchard Park Astro
  Wednesdays 6-7pm
- Bar Hill village green
  Thursdays 5-6pm
- Fulbourn MUGA
  Fridays 6-7pm

For more information contact: Helen Stepney on 03450 450500

Women try Netball

Were you once the best Goal Shooter in school or the fastest Centre around town? Relive those childhood memories by getting back into netball

Every year we run Women try Netball sessions to support existing clubs and help establish new ones. This winter a group of mums in Elsworth will be working with a qualified coach to start a club linked to their children's primary school.

Following the success of our sessions last year, we set up an adult friendly netball league with 12 local teams. This year's league began in November at Comberton Village College.

With so many clubs around the district it is a great time to get involved.

To join a group near you, to get help establishing a new group, or to join this year's adult friendly league visit www.scambs.gov.uk or contact Helen Stepney on 03450 450500

Get in touch

start supporting arts development

SCDC's Andy O'Hanlon works in partnership with a team of arts development managers who are based at the village colleges and serve the local community

Together, they have formed stART, an organistion that supports a wide range of arts programmes across the district. For information about any of the local projects or events featured here please contact the appropriate arts development manager:

Comberton area	Richard Brown	richard@start-arts.org.uk or 01223 262503 ex 267
Cottenham and Impington area	Amy Wormald	amy@start-arts.org.uk or 01954 288748
Melbourn area	Kirstin Bicknell	kirstin@start-arts.org.uk or 07770 643165
Sawston and Linton area	Lesley Morgan	lesley@start-arts.org.uk or 01223 712825
Swavesey area	Karen Thomas	karen@start-arts.org.uk or 01954 234476
All other areas	Andy O'Hanlon	arts@scambs.gov.uk or 03450 450500

To find out more about the equipment bank, the mobile cinema, the List Live directory and the artsMASH youth programme see www.start-arts.org.uk

For event listings please see www.cambridgeshire.net and www.scambs.gov.uk/events

Arts Awards 2011 - nominations please

Do you know a local volunteer who puts a lot of work into helping make your village a more creative, happier place to live? Would you like to see them recognised for their efforts?

We're presenting an Arts Awards gala evening at Swavesey Village College on Wednesday 30 March 2011. Why not join us with your nominee?

Simply submit a nomination online at www.start-arts.org.uk or contact Andy O'Hanlon on 03450 450500 for more information.

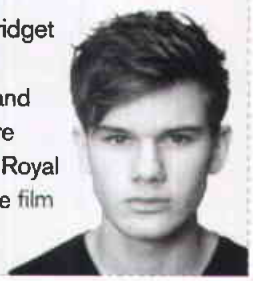
Village tapestry

Melbourn residents are invited to create a section of the Stockbridge Tapestry, an artwork that will wrap around Riverside Park at Stockbridge Meadows. The tapestry will take the form of a banner incorporating stitching, fabric painting, drawing and printing, and is part of Unpicked Meadows, a yearlong project coordinated by artist Jo Chapman.

For more information about the project, upcoming events or how to create and submit your tapestry section visit www.melbourn.org.uk/publicart or contact Kirstin Bicknell.

Jeremy goes to Hollywood

South Cambridgeshire's Jeremy Irvine, son of district councillor Bridget Smith, is making his film debut, leading a stellar cast in the latest Steven Spielberg film, War Horse. Jeremy grew up in Gamlingay and gained theatre experience at school and the National Youth Theatre before going to train at LAMDA. He has since performed with the Royal Shakespeare Company and appeared in a number of TV roles. The film will be released in December 2011.



In 2011 Wysing Arts Centre will be starting a new programme for aspiring young artists aged 14 to 19. It will present mentoring opportunities as well as three-day intensive holiday sessions to introduce young people to contemporary art and help to develop their portfolios. For information see www.wysingartscentre.org or contact Kirstin Bicknell.

artsMASH

Organised by stART, in partnership with the county council, artsMASH brings a wide range of professional artists to youth clubs in South Cambridgeshire. To date artsMASH projects have included film making in Gamlingay, a mural at Bar Hill and fashion workshops in Melbourn. Future projects across the district include music, dance and visual arts.

For more information contact your local youth club or Richard Brown.

Oh yes it is!

It's pantomime time again and drama groups across the district are pulling out all the stops to put on some seriously hilarious shows

• Over Players' 2009 performance of Peter Pan

- **1-4 December, 7.30pm and Saturday matinee at 3pm, Cottenham Village College** Cottenham Theatre Workshop presents 'Grinch - the pantomime'. Contact (01954) 252693 for tickets.
- **1-4 December, 7.30pm and Saturday matinee at 2pm, The Ploughman Hall, Willingham** Willingham Stagecraft (formerly WAMADS) is staging Dick Whittington. Contact stagecraft@gmail.com for tickets
- **4-5 December, 2.30pm, Papworth Everard Village Hall** The revived Papworth Players' first production is this original Cinderella Contact (01480) 830711 for tickets
- **7-11 December, 7.15pm and Saturday matinee at 2.30pm, Over Community Centre** The Over Players perform Aladdin. Contact 07521 099146 or bookings@overplayers.org.uk for tickets
- **11-12 December, 8pm, Impington Village College** Advent concert with Choir 2000 - Montiverdi's Vespers, Britten's A Boy Was Born and Carols by Rutter. Contact (01223) 561635 for tickets
- **10-12 December, 8pm, Sawston Youth Centre** The ACE Theatre Group present Tom Thumb Joins the Circus. Contact www.acetheatregroup.org.uk for tickets
- **5-8 January, 7pm Wednesday and Thursday, 7.30pm Friday and Saturday, The Memorial Hall, Little Shelford** Little Shelford Pantomime stages an original version of Cinderella. Contact (01223) 842498 for tickets
- **20-22 January, 7.30pm and Saturday matinee at 2.30pm, Waterbeach Primary School** Waterbeach Community Players perform Jack and the Beanstalk with a local slant. Contact (01223) 570109 for tickets
- **27-29 January, 7.30pm and Saturday matinee at 2.30pm, Swavesey Village College** RADSOC presents Mother Goose. Contact 07504 552870 or www.swaveseyradsoc.org for tickets
- **27-29 January, 7.30pm, Barton Village Hall** A Pie and Mash Evening with Entertainment to blow away the blues. Contact (01223) 262186 for tickets

There are many more pantos, Christmas shows and concerts to enjoy during the winter season. Visit www.start-arts.org.uk or www.cambridgeshire.net for listings

Britten Sinfonia comes to Swavesey

One of Europe's most dynamic chamber orchestras, Britten Sinfonia, worked with young musicians from Swavesey's Saturday Music School to create a performance based on one of the great 20th Century minimalist works, Terry Riley's In C.

It was performed at the official opening of the new Swavesey Venue, attended by international percussionist Dame Evelyn Glennie and supported by SCDC, Orchestras Live, and EMI Music Sound Foundation.

For more information contact Karen Thomas

ENERGISE youth dance platform

On Saturday 5 February young people from across South Cambridgeshire will be showcasing their talents at a special dance platform in the new performing arts centre at Swavesey Village College.

If you're part of a dance group that would like to take part get in touch. There will also be a dance workshop on Sunday 6 February, led by Dance East.

For tickets and more information please contact April Martin on (01954) 200533 or tutusrus@ntlworld.com

Sawston VC celebrates its 80th Anniversary

Sawston Village College has just won £25,000 from the Heritage Lottery Fund to make a film about the life and ideas of the school's founder Henry Morris. Henry placed great emphasis on the effect the school building, its furnishings and surroundings had on people, calling it the 'silent teacher'. He went on to pioneer the network of village and community colleges that we have across the county today.

Sawston students will work with professional filmmaker Peter Harmer, local archivist Bryan Howe, and David Farnell from the Henry Morris Trust to make the film.

For more information contact Lesley Morgan

Custard Comedy

For over 18s at Comberton Leisure every third Friday of the month.

- December 17 - Louis Ramey, one of American comedy's hottest properties
- January 21st - Nick Doody, "very impressive … unfailingly good punch lines … intelligent and funny." Chortle
- February 18th – Abandoman, Winners of Hackney Empire New Act of the Year 2010. "Note-perfect, lyrically mind-blowing hip-hop improv. Genius!" The Stage
- March 11th - Addy Van De Borgh, "An excellent stand-up with intelligence and wit" The Guardian, "Comic genius" The Scotsman

Tickets are £10 and available from the box office on (01223) 264444 or www.combertonleisure.com

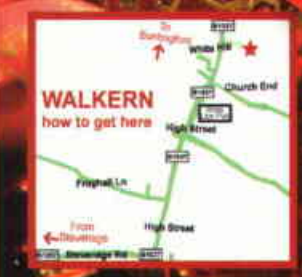
Capture the Magic of Christmas

mulled wine & mince pies every Thursday 5-8pm

10% off Thursdays only 18th Nov to 16th Dec

It is time for rejoicing, so transform your home into a winter wonderland this Christmas complete with beautiful baubles, elegant decorations, trees, lights and exquisite table accessories.

Come and explore our Christmas barn decked in all its seasonal splendour. This unique shop is packed with imaginative and stylish ideas to make your Christmas truly special for all the family.



Monday - Saturday 9.00am - 6.00pm

Sunday 10.00am - 4.00pm

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www.themagicofchristmas.biz

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A blooming good night at Scotsdales

Winners of our Best Kept Garden awards were honoured at a ceremony, hosted by chairman Cllr Charlie Nightingale, at Scotsdales Garden Centre on 1 October

Despite the deluge of rain there was a huge turnout to hear portfolio holder for housing Cllr Mark Howell praise our residents for their well maintained homes and gardens. Portfolio holder for environmental services Cllr Sue Ellington and deputy leader Simon Edwards were also keen to thank residents for all the good, and often unrewarded, work that they do in their communities, sentiments echoed by invited speaker Peter Jackson of our sponsor Scotsdales Garden Centre.

The winners (top to bottom):

- **Best Kept Garden**
  Mr Page of Chalklands in Linton
- **Best Vegetable Garden**
  Mr Hall of Riddy Lane, Bourn
- **Best Sheltered Scheme**
  Stevens Close, Cottenham
- **Best Window Box or Container**
  Mr Gawthrop of Cambridge Road, Balsham

• Chairman Cllr Charlie Nightingale presented our tenants with their awards

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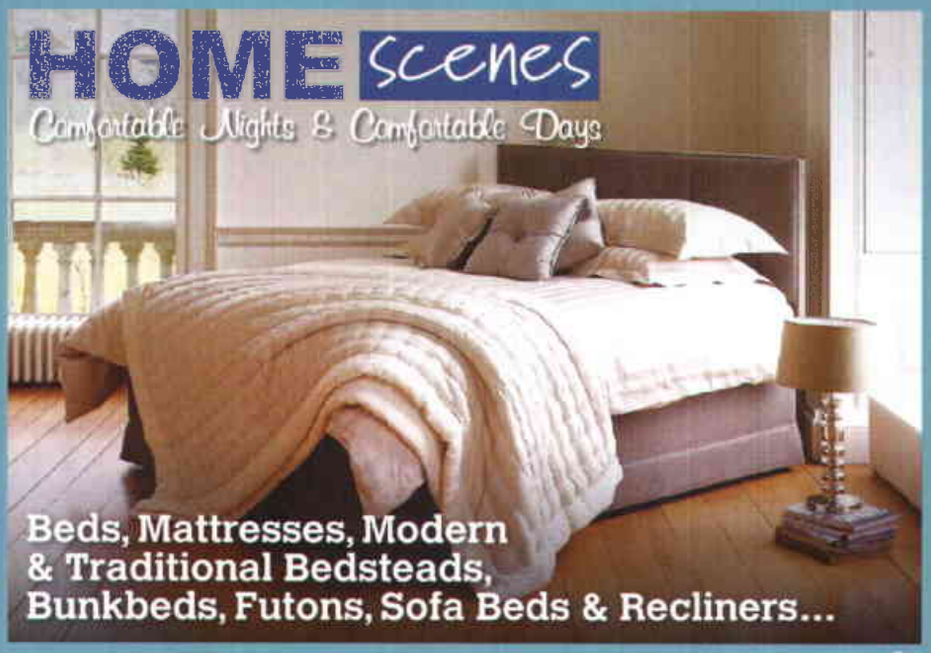
HOME scenes

Comfortable Nights & Comfortable Days



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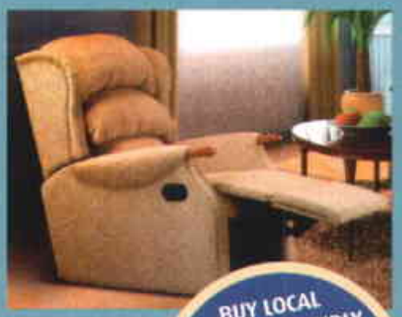

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Your new resident involvement officer

We are pleased to introduce Gill Anderton, our new resident involvement officer

Gill, who joined us in September 2010, is bringing our new Resident Involvement Strategy to life and is looking at the ongoing improvement of local offers to residents. A main part of Gill's role is to raise the profile of resident involvement across our services to demonstrate greater transparency, clear information and the empowerment of residents – as well as having some fun along the way.

Gill works closely with our affordable housing team, tenant participation group, sheltered housing forum and disability forum, amongst other groups, and makes sure the views of residents are fully represented and that residents are closely involved in policy matters.

Gill has worked in housing for nearly 25 years and brings a wealth of experience having worked in various affordable housing development roles in London and Cambridgeshire, including housing officer and homeless persons officer. Gill's background also encompasses estate regeneration and associated resident involvement. Prior to joining us she project managed the regeneration scheme at The Windmill Estate in Fulbourn.

Gill can be contacted on 03450 450 051 or gill.anderton@scambs.gov.uk

Need help or advice?

If you need housing help or advice - whether you're an SCDC, housing association or private tenant, or even if you own your own home - our free local housing surgeries are the place to go

Our experienced housing officers will talk through your housing issues or queries, giving you information about how SCDC and other local government and voluntary organisations may be able to help you.

You don't need to make an appointment, just turn up on the day. We may be able to offer you a private consultation but, if this isn't possible, we can arrange an appointment for you at our Cambourne offices, or for a housing officer to visit you at home.

Our Sawston surgery also offers housing benefit, housing and homelessness advice. If you are facing homelessness please call 03450 450 051 as soon as possible. We can talk through your circumstances and, if appropriate, arrange an appointment for you.

Where	When	Time
Fulbourn 4 Dunmowe Way	*Last Thursday of the month* 16 December, 27 January, 24 February, 31 March	1pm - 4pm
Gamlingay Communal Room, Avenells Way	*Second Tuesday of every month* 14 December, 11 January, 8 February, 8 March	10.30am - 12pm
Linton Village Hall, Coles Lane	*First Tuesday of the month* 7 December, 4 January, 1 February, 1 March	10am - 11am
Linton Communal Room, Chalklands	*Third Tuesday of every month* 21 December, 11 January, 15 February, 15 March	10am - 11am
Sawston Communal Room, Chapelfield Way	*Thursday* – 2 and 16 December, 6 and 20 January, 3 and 17 February, 3 and 17 March	11am - 1.30pm
Willingham Baptist Church, George Street	*First Wednesday of the month* 1 December, 5 January, 2 February, 2 March	10am - 12pm

Tenant Services Authority annual report

In the last edition of the *South Cambs magazine* we provided an outline of our first annual report for tenants, including the local offers that we hope to introduce. A local offer is an agreement to initiate a service or improve a service, as agreed between a landlord and its tenants.

The annual report is a publication informing residents how we meet the Tenant Services Authority (TSA) national standards and, specifically, how we performed in 2009/10. We produced the annual report in partnership with the tenant participation group, the tenants' forum and the housing portfolio holder. It was published on 1 October and is available to all tenants on request via your housing services officer, your sheltered housing officer, by calling 03450 450 051 or online at **www.scambs.gov.uk**

If you haven't had the opportunity to read the report please do so, we welcome your views.

The local offers will be discussed with our tenant groups over the next few months. Look out for regular updates in future issues of the *South Cambs magazine*.

Candlemas Care

As we head into the darkest time of year, it is traditional for people to cheer themselves up with decorative lights, candles and fires

There are a number different festivals that are celebrated with lights and lanterns, such as the Christian festival of Candlemas on 2 February.

Unfortunately, this is also the season that most accidental fires happen in our homes; almost all of them are preventable with a few simple precautions:

- Keep curtains and candles well apart and away from any breeze or pet
- Be alert around candles - falling asleep can leave you in danger
- Put a large dish under a candle to stop hot wax from spreading
- Be aware of what is near your ashtray or candle - magazines, newspapers and table clothes add fuel to a fire
- Don't create trip hazards with trailing electric cables for decorative lights
- Never leave a candle or cigarette alight when you leave the room - visitors can wait a few seconds at the door or on the phone while you put them out
- Test your smoke alarm(s). We are installing mains wired fire alarms as part of our electrical upgrade programme. In the meantime, the fire service will visit and install battery alarms for free – call (01480) 444666 and leave a message
- Have a home escape plan and a bedtime routine - extinguish all cigarettes, candles and fires and shut all internal doors

In the past 12 years there have been fires in council houses in Balsham, Bourn, Comberton, Foxton, Grantchester, Great Shelford, Linton, Little Eversden, Melbourn, Meldreth, Newton, Whittlesford and Willingham. Don't be the next one!

Residents spice up their life

Given the growing demands on sheltered housing officers, residents expressed concern that the kitchens, built to a high standard with commercial cookers, were underused

After discussions with environmental health, we agreed to offer food hygiene training for residents paid by the tenant participation training budget and the sheltered scheme social committee's budget. Eighteen residents now have certificates to cook in the kitchens.

Grace Fletcher, Audrey Coteman and Brenda Owen from Meadow Way, Harston, undertook the training as they were keen to continue having lunches and cream teas in their communal room.

Supported Housing Manager Tracey Cassidy said, "It's great to see so many of our kitchens now being used by residents for themselves, their neighbours, and their local communities."

• **Grace Fletcher and Audrey Coteman in the kitchen at Meadow Way sheltered housing scheme in Harston**

Get in touch

There are lots of ways to get in touch with housing services:

Housing customer services
03450 450 051 (8am to 8pm Monday to Saturday except bank holidays)

Council tenants' 24 hour free phone repair line 0800 085 1313

Rent enquiries and arrears
03450 450 064

Rent payments by telephone
03450 455 218
(24 hours, seven days a week)

Right to buy (01954) 713334

Write to or visit: Housing Services, South Cambridgeshire District Council, Cambourne Business Park, Cambourne, Cambridge, CB23 6EA

Email: duty.housing@scambs.gov.uk

Visit: www.scambs.gov.uk/housing

Contact Cllr Mark Howell, housing portfolio holder, on (01480) 831848, cllr.howell@scambs.gov.uk or write to the Housing Services address above.

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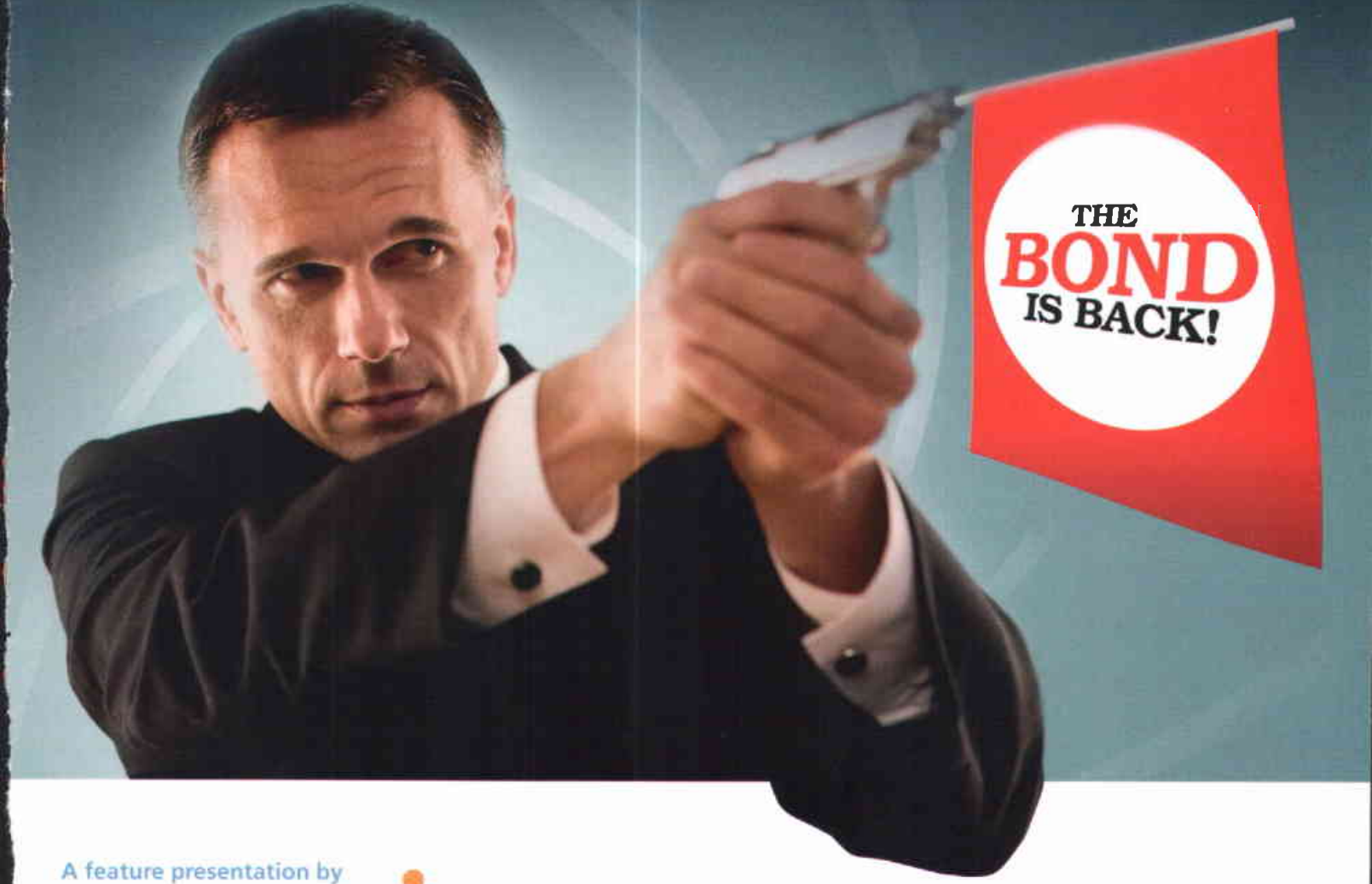

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Cycling and Cambridge.

The two things go hand in hand – just like Anglia and fireplaces. What could be more natural than a ride around town, stopping to take in the sights and sounds, and then heading back to a lovely fire? From the traditional to the contemporary, there really is something for everyone in our county. Which also reminds me of Anglia, who helped us choose the perfect fireplace. They've got something for everyone too. From traditional surrounds to contemporary design pieces, Anglia has the largest range of fires in the South East. We chose the style below. What style will you choose for your...

Fireplace?

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